



BACK TO SCHOOL UPDATE

SEPTEMBER 11, 2020

We want to take the time to thank our school board members, employees, parents/guardians, and students for your support of the Cleveland School District. As we conclude our first week back to school, we would like to provide a few updates.

ATTENDANCE

Virtual Students

- Please make sure your child is logged in at least five (5) minutes before class starts.
- To be counted present, virtual students must show their face during each assigned class period.
 - **Please Note:** Virtual students will not be penalized for attendance during the first two weeks of school.

Face-to-Face Students

- Attendance will be taken as normal.

COVID-19 CONCERNS

- Positive COVID-19 results will be handled on a case by case basis.
 - Seating Charts for each classroom are on file in the office (charts will be used in determining contact tracing).
 - Based on the findings, you may receive a phone call and/or letter from a school official.

MEALS

Face-to-Face Students

- No students will eat in the cafeteria during the 1st semester. We will continue to monitor our protocols and adjust as needed.

Virtual Students

- Meal pick-ups for virtual students will take place daily from 11:00 am -11:30 am.
 - DM Smith Elementary: Outside the front entrance
 - Bell Academy: Outside the front entrance
 - Cleveland Central Middle School: Front cafeteria door
 - Cleveland Central High School Lower Campus: Behind the Margaret Green Building
 - Hayes Cooper Center: Outside the front entrance
 - Nailor Elementary: Bus loading area on Hadley Street
 - Parks Elementary: West end driveway
 - Pearman Elementary: Outside at front entrance
- Meals should be eaten or refrigerated within four hours of being received. This institution is an equal opportunity provider.

VIRTUAL LEARNING

- Please ensure your Internet connection and device can support our Learning Management System, Grade Results
 - Your device and/or Internet may not be able to support our Learning Management System if you are having the following issues
 - White Screen or Black Screen when joining a virtual session
 - Spinning Icon
 - Unable to see or hear the teacher
 - Unable to Log-in



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TECH TEAMS

- Tech Teams are available for issues related to Virtual Learning at each school
 - Tech Teams are not responsible for Internet and Technical issues for your personal devices.

TECH TEAM CONTACT INFORMATION BY SCHOOL

School	Process for Contacting School Tech Team
<i>Bell Academy</i>	<ul style="list-style-type: none"> • Parents who experience difficulty with technology issues are asked to email belltech@cleveland.k12.ms.us. • Please provide your name, contact information, and a brief description of the issue. A member of our tech team will respond as soon as possible. • Tech support is available from 8:00 am to 2:00 pm.
<i>D.M. Smith</i>	<ul style="list-style-type: none"> • Visit D. M. Smith's school webpage at https://www.cleveland.k12.ms.us/Domain/10. • Next, click the red link under the tech support icon to the right. • Our tech support team will address the concerns in the order they are received from 8:00 am to 1:00 pm. • The link to the form can also be found here: https://forms.gle/qECQ6bDYBdJzevx76
<i>Hayes Cooper Center</i>	<ul style="list-style-type: none"> • Please email us at hcctechns@clevelandmssd.org • Please give your name, the student's name, and the issue. A tech team member or your child's virtual teacher will respond between the hours of 8:00 am to 3:00 pm
<i>Nailor</i>	<ul style="list-style-type: none"> • Parents will contact the teachers listed below to report tech issues. <ul style="list-style-type: none"> ○ PK/K Tech Issues: Ashley Chism (achism@cleveland.k12.ms.us) Monday-Friday from 8:50 am to 9:35 am/Monday, Wednesday & Friday from 9:40 am to 10:25 am ○ 1st Grade Tech Issues: Thelma Cartwright (tcartwright@cleveland.k12.ms.us) Monday-Friday from 8:50 am to 9:35 am/Tuesday, Thursday & Friday from 9:40 am to 10:25 am ○ 2nd Grade Tech Issues: Tiara Ford (tford@cleveland.k12.ms.us) Monday-Friday from 8:00 am to 8:45 am & 9:40 am to 10:25 am • When sending an email, parents are asked to provide their name, student name, student grade level, contact information (including email address), and a brief description of the technical issue.
<i>Parks</i>	<p>To contact the school tech team:</p> <ul style="list-style-type: none"> • Go to www.cleveland.k12.ms.us/parks • Scroll down to the Technology Support section of the homepage • Click on the link titled "Technology Issue Form." • Fill out the entire form and submit • A member of the tech team will reach out as soon as possible to help resolve your issue
<i>Pearman</i>	<ul style="list-style-type: none"> • All tech support requests can be sent to pearmantech@clevelandmssd.org. Emails will be responded to in the order they are received. Tech support is available from 8:00 am to 2:30 pm.
<i>CCMS</i>	<p>If a parent or guardian has a technical concern at Cleveland Central Middle</p> <ul style="list-style-type: none"> • Visit the CCMS website and click the link labeled "Technical Issues." • At this point, a form will appear. • Complete the form to inform the CCMS tech team of your problem or concern. • We will respond to your issue or concern with an email or phone call.
<i>CCHS</i>	<ul style="list-style-type: none"> • Parents will email cchstechns@clevelandmssd.org. One of our tech team members will respond during school hours.
<i>Career Center</i>	<ul style="list-style-type: none"> • Parents can email ccdtctechns@clevelandmssd.org for tech support
<i>WRAC</i>	<ul style="list-style-type: none"> • Parents can contact Mr. Giger at dgiger@cleveland.k12.ms.us

Please visit our website at www.cleveland.k12.ms.us or contact your child's principal for more information.